

DESERT SANCTUARY, INC.
CalWORKs DOMESTIC ABUSE SERVICES
SERVICE PLAN

On - call Domestic Abuse Advocate - Contractor shall provide an On-call advocate who shall be located in the ESP office 15 hours per week. All staff shall be trained to respond to referral calls from TAD/ESP. Contractor shall be prepared and capable of responding within 30 minutes. The out-stationed counselor shall participate in orientation and shall be available for consultation of clients and staff of the TAD/ESP offices. Time allocated to each client shall vary based on the client's needs. Advocate shall be cross-trained between TAD/ESP staff.

Welfare-to-Work - Contractor shall include welfare-to-work activities in the daily job duties of all shelter personnel during the client stay. Services shall include case management, resume and job application, peer counseling and clothing availability. Contractor shall also provide a work site for Welfare-to-Work employees to obtain work skills through the ESP office. This site may be a thrift shop. Participants shall work with customers in retail sales and related job skills. These duties shall be unpaid work experience training, on the job training, vocational training, community service, and job skills training directly related to employment. Additionally, domestic violence services, mental health services, and substance abuse services shall all be promoted with the desired end result of assisting with the client's ability to retain a job.

Self-Sufficiency Services - Contractor shall provide self-sufficiency services, which include peer counseling groups, case management (which includes exit planning), professional counseling, household establishment and parenting.

Shelter - Contractor shall operate a 30-day shelter facility. Extensions may be granted on a case by case basis. Shelter shall have a capacity of 15 beds. Contractor shall not charge fees for shelter stay or services. The shelter receives food from the county food bank, however, clients may use their food stamps to supplement or purchase items not provided.

Counseling - Contractor shall offer counseling (professional), which shall be provided by sub-contractor. The professional counselor shall provide group counseling one hour per week for shelter clients and TAD/ESP referrals, one hour per week for non-English speaking clients, and one hour per week for continuum of care/independent living group. Individual sessions shall be provided as needed.

Peer Group - Peer group shall be provided by trained staff for 10 hours per week, including preparation and paper work. Peer group meets 2-4 times each week. Each client is required to attend 2 of those 4 sessions.

Children's Counseling - Contractor shall refer clients to the Department of Behavioral Health.

Parenting Training - Contractor shall provide training for two hours per week. This training shall be mandatory for all shelter clients.

Child Care - Contractor shall have child care available for clients who are at appointments, counseling, gain activities, court, or any other time of need.

Outreach Center - Contractor shall operate an Outreach office, which provides support 40 hours per week. Outreach services shall include legal assistance, referrals, court support, transportation, counseling (peer and professional), parenting, emergency food and clothing, household set-up, child care, and advocacy for any needed service.

Hotline - Contractor shall have a crisis hotline available for clients in need. Hotline services shall include an interview/assessment and referrals as needed.

Emergency Services - Contractor shall provide emergency services which includes transportation, clothing, intervention, and referral (as needed).

Educational Training - Contractor shall provide referrals to Innovative Learning Systems, the local Community College, the local Unified School District, and ESP. Other services shall include assisting clients in resume writing and completing job applications.

Access to alternate mailing address - Contractor shall be registered with Safe at Home (Cal-Cap). This is provided to all eligible clients.

Counseling for batterer - Contractor shall refer clients to the Oasis Counseling and Tools for Tomorrow program as needed.

Needs of the Whole Family - Contractor shall refer clients to the Oasis Counseling and Tools for Tomorrow program as needed.

Multiple Problem - Contractor shall refer clients to the local Narcotic and Alcohol Support Groups as needed. Contractor shall provide child care and transportation for those clients in need of the support group service. Additionally, Contractor shall place clients in comprehensive rehabilitation, sober-living homes or other necessary facilities. Mental Health issues shall be referred to the Department of Behavioral Health and Oasis Counseling. Non-severe issues shall be handled in shelter through referral, peer and professional groups with referral and/or placement during after-care.

Household Establishment Assistance - Contractor shall provide assistance with furniture (when available), household items, moving & set-up, and referrals to affordable housing. Contractor shall advocate for all clients with the housing department and homeless assistance.

Community Education Seminars - Contractor shall conduct police and medical briefings. Contractor is often invited to speak at the local college, schools, pre-schools (parents), local service groups and Chamber meetings. Contractor shall generally accept all invitations or requests to speak.

Court-Ordered Visitation - Contractor shall provide a facility for visitation. Contractor shall provide trained staff to supervise the visitations and shall work in collaboration with the courts and law enforcement.

Legal Assistance - Contractor shall provide legal assistance which includes filing a temporary restraining order. Shelter clients shall be required to file for the restraining order, however some clients can not file due to jurisdiction of the courts and children if relocation is necessary. Trained staff shall provide this service and shall work closely with Inland Counties Legal Services.

Court Support - As needed, Contractor shall accompany a client to court for a restraining order, a custody case, an order to show cause, or court mediation. Trained staff shall provide this service and shall work closely with Inland Counties Legal Services.